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2161 \$
Serial No.: 09/203,965
Filed: December 2, 1998
Group Art Unit: 2761

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#4

Date: April 3, 2001

HONORABLE COMMISSIONER OF PATENTS AND TRADEMARKS

Washington, D.C. 20231

Attorney Docket No.: DAVOX-159XX

Sir:

In re application of: Gene W. Lee

Entitled: SYSTEM AND METHOD FOR MANAGING A HOLD QUEUE BASED ON CUSTOMER INFORMATION RETRIEVED FROM A CUSTOMER DATABASE

Transmitted herewith is an amendment in the above-identified application. The following checked items are applicable:

[X] A Petition for Extension of Time for three month(s) is hereby made, under \$1.136(a); check number 9058 in the amount of \$890 is enclosed per \$1.17.

[] _____ is hereby appointed Associate Attorney by:
Registration No.:

Attorney of Record: Daniel J. Bourque
Registration No.: 35, 457

[] Other:

CLAIMS AFTER AMENDMENT:	MINUS PRIOR PAID CLAIMS:	EQUALS PRESENT EXTRA CLAIMS:	RATE:	ADDITIONAL FEE:
Independent 3	- 3	= 0	x \$80.00 =	\$0
Total 19	- 20	= 0	x \$18.00 =	\$0
[] Multiple Dependent Claims (1st presentation)			+ \$270.00 =	\$0
SUBTOTAL ADDITIONAL CLAIM FEE				\$0
Small Entity filing, divide by 1/2.				
TOTAL ADDITIONAL CLAIM FEE				\$0

[X] No additional claim fee.


[] The claim fee has been calculated above; check number ** in the amount of \$0 is enclosed.

[X] In the event a Petition for Extension of Time is required by this paper and not otherwise provided, such Petition is hereby made and authorization is provided herewith to charge Deposit Account No. 02-3285 for the cost of such extension.

[X] The Commissioner is hereby authorized to charge payment of any additional filing fees under \$1.16 associated with this communication or credit any overpayment to Deposit Account No. 02-3285.

I hereby certify that this correspondence is being deposited with the U.S. Postal Service as first class mail in an envelope addressed to: Honorable Commissioner of Patents and Trademarks, Washington, D.C. on April 3, 2001.

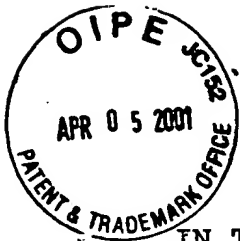
SUBMIT IN TRIPLICATE


Attorney of Record: Daniel J. Bourque, Esq.
Registration No. 35,457

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

5/A
4-27-01
T.R.R.
PATENT
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APR 12 2001

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In re application : Gene W. Lee
Serial No. : 09/203,965
Filed : December 2, 1998
For : SYSTEM AND METHOD FOR MANAGING A HOLD
QUEUE BASED ON CUSTOMER INFORMATION
RETRIEVED FROM A CUSTOMER DATABASE
Attorney's Docket : DAVOX-159XX
Examiner : Lawan Fletcher
Group Art Unit : 2761

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Box Amendment - Fee, Commissioner for Patents, Washington, D.C. 20231 on April 3, 2001.

By


Daniel J. Bourque
Registration No. 35,457
Attorney for Applicant(s)

AMENDMENT

Box Amendment - Fee
Commissioner for Patents
Washington, D.C. 20231

Sir:

In response to the Office Action dated October 3, 2000, please amend the above-identified Patent Application as follows:

In the Claims:

Replace claim 1, 3, 4, 7, and 15 as follows:

1. A method of prioritizing calls connected to an automated telephone system comprising the steps of:
- connecting a plurality of calls to said automated

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